

# How to Maintain Practice Details in the Health Identifier (HI) Service

Information on the Health Identifiers Service available at: <http://www.humanservices.gov.au/health-professionals/services/healthcare-identifiers-service/>

## USING THE HEALTH IDENTIFIER SERVICE – ACCESS VIA HPOS

1. Login to Health Professional Online Service
2. Go to My Programs
3. Select the Health Identifier Service
4. All details for your Practice are updated by opening the Top Selection: My Organisation Details

## IN THIS GUIDE

Practice details to be updated in the Health Identifier Service:

1. Maintain and update details of Responsible Officer and Organisational Maintenance Officer.
2. Maintain practice location, contact and service details.
3. Maintain HPI-I details for **current** Providers – add and/or remove as required.
4. Maintain list of **current** Authorised Employees.
5. Maintain links of **current** Contracted Service Provider to site.

## 1. RESPONSIBLE OFFICER AND ORGANISATION MAINTENANCE OFFICER ROLES

*The Responsible Officer (RO) and Organisation Maintenance Officer Roles (OMO/OMR) are required by the Health Identifier legislation, they must be currently employed or contracted by the Practice. A Practice will have only one RO but can have several OMO's.*

Please see [HI Responsible Officer](#) and [Organisation Maintenance Officer](#) Information Guides.

OMR links can be added online through HPOS if the person is a **known** person to Medicare.

To Manage OMR online go to:

- Select OMR tab
- Select Manage OMR
- Remove if required, by using the link on the far right side.
- Add, enter their Provider number and/or RA (Medicare PKI individual certificate number).
- Submit.

The HI service does require 100 points of identify for all those who do not have a Medicare Provider number. To submit 100 points you will need Acceptable Referee Declaration Public Key Infrastructure Certificate applications form (HW004).

To be sure that it works, the paper-based form is at:

- Healthcare Identifiers Service - Application to replace a Responsible Officer or add or remove an Organisation Maintenance Officer for an Organisation form (HW040): <http://www.humanservices.gov.au/health-professionals/forms/hw040>
- Acceptable Referee form at: <http://www.humanservices.gov.au/health-professionals/forms/hw004>

## 2. PRACTICE LOCATION, CONTACT AND SERVICE DELIVERY DETAILS

*The Health Identifier Service will link your practice details to the Health Provider Directory.*

See information at: <http://www.humanservices.gov.au/health-professionals/services/healthcare-identifiers-service/>

- Select Practice Details
- If you wish to add a service to your Practice details

Contact details:

- Select Contact Details
- Amend phone, fax and or email as required

## 3. HEALTHCARE PROVIDERS

*Providers who have AHPRA registration, who use the Clinical Information system to record and provide services. That is General Practitioners, Allied Health Providers, Practice Nurses and Aboriginal Health Practitioners.*

Please see [HI Healthcare Provider](#) Information Guide.

### ***Provider HPI-I's need to be updated in the Health Identifier Service***

See information at: <http://www.humanservices.gov.au/health-professionals/services/hpos/using-the-healthcare-identifiers-service-in-hpos#a10>

Select the HPI-I Links Tab and the organisation's linked providers are displayed in a list:

- Select Manage Providers (in blue with an underscore just above your Provider list) to link a healthcare provider individual to your organisation
- Select ADD
- Locate the person by entering their HPI-I number then select Search
- Select Submit to link the individual provider to the organisation
- To remove Providers, from the Manage Providers page, on the Provider Name select the Remove option on the far right of the table

To find a Provider's HPI-I:

- Go to the Home page of the HI access in HPOS
- Click the link "Search HI Provider Directory Service for Individual" (bottom of the list)
- Enter AHPRA number, Surname, Location and Postcode; select Search
- Copy HPI-I number
- Select Cancel to return to home page
- Navigate to Manage Providers tab; Paste, Search and Submit

To find Provider AHPRA number:

- Go to: <https://www.ahpra.gov.au/Registration/Registers-of-Practitioners.aspx>
- Enter Surname
- Profession
- Location and Postcode
- Copy AHPRA number to paste to HPI-I search page

## 4. AUTHORISED EMPLOYEES

*Employees who record demographic information in your record keeping system. That is the Reception and Administrative staff in the Practice who have contact with your practice management software.*

